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SUPREME COURT OF THE STATE OF NEW YORK COUNTY OF NEW YORK

ESTER LORUSSO,

: CASE NO. 07

: CV 03583

Plaintiff,

vs.

: DEPOSITION OF:

: GIULO LIBUTTI

ALITALIA-LINEE AEREE ITALIANE- :

SpA,

Defendant. :

TRANSCRIPT of the stenographic notes of LISA FORLANO, a Notary Public and CCR, CRR, RMR, taken at the offices of Vedder Price P.C., 1633 Broadway, 47th Floor, New York, New York, 10019, on Monday, January 21, 2008, commencing at 10:45 a.m.

3 (Pages 6 to 9)

			ì		3 (Fages o co 3)
		Page 6			Page 8
1	Q	What did you do before that?	1	A If you re	each an agreement like that,
2	À	I was working for Alitalia.	2	yes.	
. 3	Q	How long did you work for them?	3	Q How mu	ch did they pay you?
4	À	From first of January of '90 until	4	A I will no	t answer to this question.
5	31st of	March of 2007.	5	MR, KOP	AL: Can we reserve and I'll
6	Q	When did you begin with Airone again?	6	talk with him l	ater?
7	A	The first of April, 2007.	7	MR. OTT	INGER: Sure.
8	Q	Why did you leave Alitalia?	8	BY MR. OTTING	
9	Ā	I left Alitalia because the Director of	9		e clear, there was no problem
10	Worldy	wide Sales told me that there was not any	10		ment at Alitalia that lead to your
11	availab	le position for me for the time being and so	11	•	ut company, is that right?
12		at because I maybe have other opportunity in	12	•	repeat that, please?
13		ustry to negotiate an agreement with the	13	Q Sure. Ju	st to be clear, there was no
14		ny, to leave the company with a mutual	14	problem do you	know what I mean by problem?
15	-	ent and a very good mood.	15	A Problem	
16	Q	A good what?	16	-	as no problem with your
17	À	Good mood.	17		italia that lead to your departure?
18	Q	Mood, feeling?	18		use my performance related to
19	A	A good feeling, yes.	19		ment that has been signed that
20	Q	So you left on good terms with	20		nus for a good performance of 2006.
21	Alitalia	?	21	Q You got	paid a bonus for a good job in
22	A	Yes, yes.	22	2006?	
23	Q	Did they ask you to leave?	23	A Yes.	
24	A	No.	24	•	ere any complaints that were
25	Q	You weren't fired, right?	25	lodged against you	that had anything to do with you
		Page 7			Page 9
1	A	No.	1	leaving the com	oany Alitalia?
2	Q	Do you know what fired means in this	2	A No.	
3	country	•	3		vas your position with Alitalia
4	A	Yes, I know fired. Let's terminate. I	4	when you left?	•
5		t absolutely.	5		- the exact title was Director
6	Q	So you're saying that you left on your	6	of Sales for Eur	
7		cause there wasn't an available position for	7		ong did you have that title?
В	you?		8		that title from June or July.
9	A	There was an agreement in our country,	9	I'm sorry, I dor	't remember very well, I think it
10		ke the agreement with the company. It's a	10	was June of 200	6. June or July, first of July,
11	•	that you sign.	11	2006.	
12	Q	What's that paper called, sir?	12		first got this title of Director
13	Ã	I don't remember what the paper called.	13		ope in June of 2006?
14	Q	Is it like a severance agreement, that	14	A Yes.	
15	kind of	-	15	Q What v	vas your title before that?
16	A	I don't remember the title of the	16		that, it was Senior
17	paper.	I'm sorry.	17	Vice-President	for North America, Mexico.
18	Q	Were you paid money in connection with	18		ng did you hold that title?
19	that wh	en you left?	19		July, 2003 to June, 2006.
20	A	We reach an agreement, yes.	20	Q Where	were you located when you had
21	Q	Did they give you money when you left?	21	that job?	
22	Ā	Yes, it's according to the Italian law,	22		job, in New York?
13	yes.	-	23	•	Vice-President for North
£	Q	There's a law in Italy that says when	24	America -	
25	you lear	ve a company like that, they have to pay you?	25	A I was v	vorking in the head office of

4 (Pages 10 to 13)

			4 (Pages 10 to 13)
	Page 10		Page 12
1 United	States that is in Empire State Building.	1	office in New York? What's it do?
2 Q	Empire State Building, New York City?	2	A The purpose is to realize the targets
_	New York City.	3	of the company in terms of revenue, in terms of the
4 Q	The court reporter only has two hands	4	profit and loss that's being decided in that quarter
	cannot record what you say and I say, so	5	for North America, to materialize the target of
	ask a question, just let me finish before you	6	profit and loss revenue and the supervisional
	because she can't take it down when we're	7	activities in customer service in terms of image of
8 both ta		8	the company. First of all, it's to make the company
9 A	Sorry, I didn't realize that.	9	profitable, to focus on a profit and loss chart that
10 Q	That's okay. So when you had the title	10	the company gave at the beginning of the year.
	Vice-President for North America, you were	11	Q You're saying that the purpose of the
	in New York City?	12	New York office is to make money, is that what
13 A	Yes.	13	you're saying?
14 Q	Let's get the dates down again. When	14	A No, to reach the target in terms of
	ou in New York City with that title?	15	profit and cost.
16 A	From when?	16	Q How do you do that?
17 Q	Yes.	17	A It's not easy to explain. It's very
18 A	From I told you from I think July,	18	long. Because you have the revenue come from the
19 2003.	From I told you from I diffic July,	19	trade with our customers, the trade or the
	To June, '06?	20	distributions and directly from the customer through
20 Q 21 A	Yes.	21	a channel, we have different channels. We have
22 Q	What was your what were your	22	channels of the trade and direct channel. For
	sibilities when you were serving as the	23	example, Internet website is a direct channel.
	resident of North America between that time	24	Q So I'm trying to understand, is the
1		25	primary goal, one of the primary purpose of your
25 period		 	
_	Page 11		Page 13
1	MR. KORAL: Senior Vice-President.	1	office in New York, Alitalia's New York office to
2	MR. OTTINGER: Yes.	2	generate sales?
3	THE WITNESS: My responsibility was to	3	A Yes.
	ervise, to handle all activities of North	4	Q So it's really, the New York office,
	erica of Alitalia related to sales and sales	5	it's fair to say, it's about generating sales in
6 and	marketing and administration and in the	6	North America for Alitalia?
	period also stations. It was different	7	MR. KORAL: Objection.
	. I didn't supervise all those activities	8	THE WITNESS: Yes.
9 in t	ne beginning. It was different.	9	BY MR. OTTINGER:
10 BY MR	R. OTTENGER:	10	Q Is that true?
11 Q	So you're saying you got more	11	A Can you repeat the question?
12 respons	ibility as time went on in New York? Is that	12	Q Could you read it back?
13 what yo	ou're saying?	13	(At which time the following question
14 A	During the period of United States,	14	was read back by the reporter: "Question: So
	when arriving in the United States, I was	15	it's really, the New York office, it's fair to
	nly on sales and marketing. After one year,	16	say, it's about generating sales in North
	r and a half, they move under my	17	America for Alitalia?")
18 respons	sibility the administration and only at the	18	THE WITNESS: Yes, not only sales, of
19 end in	2006, if I remember well, they put stations,	19	course.
	s, under my responsibility, activity of those	20	BY MR. OTTINGER:
21 stations		21	Q What else?
22 Q	Thank you. When you say stations, you	22	A Control the cost. I mean the profit
3 mean ai	rports, is that right?	23	and loss is done by revenue and cost, so it was a
t &	Airports, yes.	24	net margin that make the difference for the company.
1 A Q	<u> </u>	25	Q Who did you report to when you were the

	D 26		Page 28
	Page 26		
1	Q So he was working in New York City, but	1	Q Tell me, how did you do that? How
2	not for you?	2	many you said there were 200 when you started?
, 3	A No, directly from Rome.	3	A Yes.
4	Q Were there any other people in the New	4	Q How many were there when you left in
5	York City office who didn't report to you, but	5	2006?
6	instead reported to people in Rome?	6	A If I remember well, the exact number
7	A I told you at the beginning of my	7	should be around 70, 80. This number is including
8	experience, yes. The controller, the financial	8	Canada.
9	controller and the stations and Mr. Gallo and one	9	Q I'm just talking about the New York
10	person one manager in charge of public relation	10	City office.
11	was directly dependent to Rome.	11	A I'm sorry, when we use numbers, we use
12	Q You said that there were two early	12	number altogether. I was in charge of North
13	retirement programs. If I understand you correctly,	13	America, so I remember the number in all of North
14	they were both created by Mr. Gallo?	14	America. In Mexico, we didn't have anybody. When I
15	A No. It was proposed by Mr. Gallo.	15	say New York, it is United States and including
16	Mr. Galio prepare all procedures, all parameters,	16	Canada. Canada totally was 14 number, 15 person
17	everything in order to propose to Rome. He come to	17	when I arrived and when I left, it was 10. I
18	me and say, this is the best things we can propose	18	remember the number of Canada.
19	to Rome in order to Rome will accept because he	19	Q So when I asked you earlier how many
20	knows the rules, how many weeks you have to offer	20	employees were in the New York City office, you told
21	and et cetera, et cetera.	21	me 200.
22	Q Did he come up with this early	22	A Yes, it was total North America.
23	retirement proposal because you or someone else	23	Q Thank you for clearing that up. Do you
24	asked him to do it or did he do it on his own?	24	remember how many were actually in New York when you
25	A No, we ask him which is the best legal	25	started?
	Page 27		Page 29
1	way in order to reduce the cost without any	1	A In New York, I have some problem to
2	strong without acting very strong against the	2	remember because at the time the office open in the
3	employees.	3	United States and we have Canada, we have people in
1		1	the airport, so if I say around 100 maybe. But I'm
	O What do you mean acting very strong?	14.	THE MITDUIL SO II I SAY ALUMINI IVV MAYIVE. AND A MA
4	Q What do you mean acting very strong?	4 5	- · · · · · · · · · · · · · · · · · · ·
5	A Let go the people without any	5	not sure. I'm sorry.
5 6	A Let go the people without any compensation.	i	not sure. I'm sorry. Q Just so we're clear, you're saying
5 6 7	A Let go the people without any compensation. Q Without any compensation?	5 6	not sure. I'm sorry. Q Just so we're clear, you're saying right now as you sit here that your best estimate
5 6 7 8	A Let go the people without any compensation. Q Without any compensation? A Yes.	5 6 7 8	not sure. I'm sorry. Q Just so we're clear, you're saying right now as you sit here that your best estimate when you started working in the New York City office
5 6 7 8 9	A Let go the people without any compensation. Q Without any compensation? A Yes. Q Other than these two early retirement	5 6 7 8 9	not sure. I'm sorry. Q Just so we're clear, you're saying right now as you sit here that your best estimate when you started working in the New York City office of Alitalia in 2003 there were approximately 100
5 6 7 8 9	A Let go the people without any compensation. Q Without any compensation? A Yes. Q Other than these two early retirement programs that you've been talking about, were there	5 6 7 8	not sure. I'm sorry. Q Just so we're clear, you're saying right now as you sit here that your best estimate when you started working in the New York City office
5 6 7 8 9 10	A Let go the people without any compensation. Q Without any compensation? A Yes. Q Other than these two early retirement programs that you've been talking about, were there any other programs or initiatives that you know of	5 6 7 8 9	not sure. I'm sorry. Q Just so we're clear, you're saying right now as you sit here that your best estimate when you started working in the New York City office of Alitalia in 2003 there were approximately 100 people in the New York City office? A Yes.
5 6 7 8 9 10 11	A Let go the people without any compensation. Q Without any compensation? A Yes. Q Other than these two early retirement programs that you've been talking about, were there any other programs or initiatives that you know of that were designed to reduce the number of employees	5 6 7 8 9 10	not sure. I'm sorry. Q Just so we're clear, you're saying right now as you sit here that your best estimate when you started working in the New York City office of Alitalia in 2003 there were approximately 100 people in the New York City office? A Yes. Q Now, when you left Alitalia in March of
5 6 7 8 9 10 11 12	A Let go the people without any compensation. Q Without any compensation? A Yes. Q Other than these two early retirement programs that you've been talking about, were there any other programs or initiatives that you know of that were designed to reduce the number of employees in the New York office while you were there?	5 6 7 8 9 10 11	not sure. I'm sorry. Q Just so we're clear, you're saying right now as you sit here that your best estimate when you started working in the New York City office of Alitalia in 2003 there were approximately 100 people in the New York City office? A Yes.
5 6 7 8 9 10 11 12 13	A Let go the people without any compensation. Q Without any compensation? A Yes. Q Other than these two early retirement programs that you've been talking about, were there any other programs or initiatives that you know of that were designed to reduce the number of employees in the New York office while you were there? A No.	5 6 7 8 9 10 11 12 13	not sure. I'm sorry. Q Just so we're clear, you're saying right now as you sit here that your best estimate when you started working in the New York City office of Alitalia in 2003 there were approximately 100 people in the New York City office? A Yes. Q Now, when you left Alitalia in March of '07, how many employees were in the New York City office?
5 6 7 8 9 10 11 12 13 14	A Let go the people without any compensation. Q Without any compensation? A Yes. Q Other than these two early retirement programs that you've been talking about, were there any other programs or initiatives that you know of that were designed to reduce the number of employees in the New York office while you were there? A No. Q And while you were in the New York	5 6 7 8 9 10 11 12 13	not sure. I'm sorry. Q Just so we're clear, you're saying right now as you sit here that your best estimate when you started working in the New York City office of Alitalia in 2003 there were approximately 100 people in the New York City office? A Yes. Q Now, when you left Alitalia in March of '07, how many employees were in the New York City office? A Probably around 40, 45 New York City
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5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21	A Let go the people without any compensation. Q Without any compensation? A Yes. Q Other than these two early retirement programs that you've been talking about, were there any other programs or initiatives that you know of that were designed to reduce the number of employees in the New York office while you were there? A No. Q And while you were in the New York office, did any employees leave the company? A I have to ask you to repeat. Q Sure, no problem. While you were in New York, did any employees leave the company? A Yes, some employees, if I remember well, leave the company by its own. Q Were you able to reduce the number of	5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23	not sure. I'm sorry. Q Just so we're clear, you're saying right now as you sit here that your best estimate when you started working in the New York City office of Alitalia in 2003 there were approximately 100 people in the New York City office? A Yes. Q Now, when you left Alitalia in March of '07, how many employees were in the New York City office? A Probably around 40, 45 New York City only? Q Yes, sir. Are you familiar with the American anti-discrimination laws? Do you know what I mean by that? A Very familiar. What do you mean familiar? Expert, if I'm expert? Q Do you know about them? Do you know what they are?

13 (Pages 46 to 49)

			13 (Pages 46 to 49)
	Page 46		Page 48
1	MR. KORAL: Objection.	1	made such a decision based upon someone's gender to
2	BY MR. OTTINGER:	2	terminate them or demote them or not promote them,
, 3	Q Is that true?	3	that would also be a violation of the law, right?
4	A If I know the law?	4	A Based on gender, yes, I know that.
5	Q Do you know what the American	5	Q Same with age, right?
6	discrimination laws are? You understand them?	6	A Yes.
7	MR. KORAL: Objection.	7	Q If you ever made a decision to fire
1	THE WITNESS: Not deeply as in a	8	someone or demote them or not promote them or
8		9	transfer them to a less desirable position that was
9	lawyer, but I know that you cannot	10	based on part on their age or their gender, that
10	discriminate anybody for age or sex or	11	would be a violation of the American laws?
11	religion or disability based on that.	12	A Yes, I know that is a violation, yes.
12	BY MR. OTTINGER:	1	
13	Q But you do know that if you made a	13	Q What was Ester Lorusso's position when you arrived in New York in 2003?
14	decision about someone in America that had an	14	•
15	adverse effect on them that was based in part on	15	A If I remember, Director of Marketing.
16	their age or gender, that that would violate the	16	Q Did that position change while you were
17	discrimination laws in America?	17	working in New York?
18	MR. KORAL: Objection.	18	A Yes.
19	THE WITNESS: I don't understand that	19	Q How so?
20	question, I'm sorry.	20	A In 2004, if I remember well, there was
21	MR. OTTINGER: Let me have it read back	21	a company decision based on again, reduction of
22	to you.	22	costs to centralize all agreements with advertising
23	(At which time the following question	23	agency all over the world and make one contact with
24	was read back by the reporter: "Question:	24	only one advertising agencies for the world not
25	But you do know that if you made a decision	25	giving anymore autonomy to the branches to handle
	Page 47		Page 49
] 1	about someone in America that had an adverse	1	and negotiate their own contract with advertising
2	effect on them that was based in part on their	2	agency and mass media position in the world. And
3	age or gender, that that would violate the	3	United States used to have the highest budget in
4	discrimination laws in America?")	4	terms of money to spend because the count and
5	MR. KORAL: Objection.	5	because of the mass media costs. So at that time,
6	THE WITNESS: I don't know how to	6	many million dollars were allocated in our budget as
7	answer this question. If you ask me if I know	7	being to Rome and centralize. This was the decision
8	or I don't know, if any effect of actions,	8	of the company to close all marketing office in the
9	what kind of actions?	9	world or to reduce as much as possible because the
10	BY MR. OTTINGER:	10	majority of activity of a marketing office approach
11	Q For example, if you decided to	11	is mass media relationship and acquisition of the
12	terminate an employee who worked in America based	12	space and agreement with advertising agent and
13	upon their age - you understand that so far?	13	anything related to brand image of the company.
14	A Yes, absolutely.	14	Q How did that affect Ester Lorusso?
15	Q So if you decided that you wanted to	15	A That was the effect that has been the
16	terminate an employee in America that was based in	16	decision for the company to close the marketing
17	part on his or her age, that that would be a	17	offices and there is no more space due to the change
18	violation of the American anti-discrimination laws?	18	for the position of director and any manager
19	A Yes, I know that.	19	position in that office. So our concern was to
20	Q Do you also know that if you decided to	20	reallocate a person like Ester or other people
		21	working in marketing and a different position.
21	deny somebody in America an employment opportunity	21	An wife in the weare enter a content become
21 22		22	Q What happened to Ester?
1	deny somebody in America an employment opportunity that was based in part on their age, that that would also violate the anti-discrimination laws?		
22	that was based in part on their age, that that would	22	Q What happened to Ester?

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level, of course, and so finally we found the

Likewise, a person's gender, if you

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position that we were thinking was very good for her because in my impression, she had a very good experience in advertising and to create a real potential director you need to also have experience of sales. So we offer -- in this way, we offer to her the position of managing director, if I remember well, of GA2000. And I told Ester that was a very good opportunity because there was not a position available. It was very good because she can work as a managing director, have a lot of autonomy in her profit and loss and she was not convinced in the 11 beginning and then she was convinced to accept the 12 position and also was a very huge increase of salary 13

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she accepted.

0 What happened to her marketing position at Alitalia?

included, so maybe that was one of the reasons that

A The marketing director has been eliminated.

- Is there anyone was there any marketing position still remaining in New York after -
- Sorry, I was ready to finish. Director 23 Ā of Marketing has been eliminated. The manager for 24 25 marketing has been eliminated, so remain small

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presence in the market, yes, it was coordinated by me, but in terms of sales policy and everything, so she come to me. We went together to visit travel agency together. But in terms of company, so the profit and less accountability was directed to Rome, you know, in profit and loss company.

Were there any plans in place that you know of to eliminate GA2000?

MR, KORAL: Objection.

THE WITNESS: There was not any plan to eliminate GA2000.

BY MR. OTTINGER:

What does GA2000 do?

GA2000 was focused on ethnic traffic. A

Ethnic?

Ethnic, Italians. It's a channel of A our trade. There are a lot of travel agency focus on Italian community. It's very large in this part of the United States. Not only here in New York, of course. There are travel agency in Massachusetts or in Arizona. But all travel agency focus on Italian traffic were being supervised by GA2000. So with the special agreements, special reservation.

What happened to GA2000? Q

As I know, GA2000, the company decide A

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activity of previous marketing office has been relocated as the junior clerk that remain with small deeds, of course.

- So what happened next to Ester Lorusso? Q
- Ester, after a few weeks, accepted the role of Managing Director. Of course, during this period, she remained as a Director of Marketing until she accepted GA2000 managing position.
 - What happened next?

Next --

MR. KORAL: Objection.

BY MR, OTTINGER:

Yes.

Next, I think, I don't remember, she A had one year experience in GA2000 and after that experience I think she reach an agreement with the company to move to Cargo.

- Were you involved in the decision to move her to Cargo?
- No, absolutely not. I already left or I was leaving. But Cargo was not under my jurisdiction.
 - Was GA2000 under your jurisdiction? 0
- Not really. It been a subsidy company. In terms of sales activity, sales plan and a

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to close GA2000 after there was a new, stronger decision by headquarter to reduce all costs and to close all subsidy companies all over the world and if I remember, Alitalia used to have a company with aircraft, airline in Italy that was called Alitalia Surprise, something like that. They close also that company. It was the strategy of the company to close all activities.

Do you know if Ester Lorusso ever tried to be considered for any other positions in Alitalia after she started working for GA2000?

If Alitalia consider her for other A position?

Q Do you know whether Ester Lorusso ever asked to be considered for other positions in Alitalia while you were working there?

MR, KORAL: And while she was at GA2000?

THE WITNESS: While she was at GA2000, this is the question?

BY MR. OTTINGER:

Or even before that? Q MR. KORAL: Objection.

THE WITNESS: Before that, she never ask me any different position than Director of

20 (Pages 74 to 77)

			20 (Pages 74 to 77)
	Page 74		Page 76
1	man who told you to come here for these?	1	before, yes.
2	MR. KORAL: Objection.	2	Q Part of an effort to consolidate the
. 3	THE WITNESS: I'm sorry, I was not	3	marketing advertising program, they eliminated the
4	concentrating.	4	program she had in New York, is that right?
5	BY MR. OTTINGER:	5	A No, no. In Rome, it's been decided to
6	Q You said a lawyer told you you should	6	centralize all agreement with advertising agency all
7	come for these depositions?	7	over the world and most important the acquisition of
8	MR. KORAL: Objection.	8	the media. You know, one of the most important job
وا	THE WITNESS: Which depositions, Gallo	9	of marketing in New York was relationship with
10	or Lorusso?	10	media, acquisition of the space, make visibility of
11	BY MR. OTTINGER:	11	the company, brand of the company, all decision
12	Q Did somebody tell you to whom here for	12	budget and autonomy has been centralize Rome for all
1.3	these depositions?	13	over the world, not only for New York. The
14	A No. For Gallo I know I'm the	14	consequences of that, there was no reason to have
15	defendant, so I was considered that it is good that	15	anymore Director of Marketing and the Manager of
16	I will be here, first of all.	16	Marketing in New York.
17	Second, lawyer told me it is good that	17	Q Who made that decision?
18	I will be here and when Lorusso you ask me, the	18	A Rome.
19	lawyer of Lorusso ask to have my testimony, I say I	19	Q Who? Who in Rome?
20	have nothing on contrary to give my testimony in the	20	A The company. I don't remember who.
21	Lorusso case because I am here on the Gallo case.	21	Q Where was this work moved to? Who did
22	Q Does the current company you work for,	22	it?
23	you called it Airone?	23	A Who did effectively I'm sorry?
24	A Airone, it's one word.	24	Q You said that there was a change, a
25	MR. KORAL: Airone.	25	centralization?
127	Page 75		Page 77
۱ .	-	-	
1	BY MR. OTTINGER:	1	·
2	Q Does that company have any connection	2	
3	to Alitalia?	3	***
4	A No. Because probably you didn't read	4	
5	Italian newspaper in the last months, but Alitalia	5	-
6	Company was in sale and one of the candidate buy	6	Q Who took over the work that Ester Lorusso used to do?
7	Alitalia was Airone. Q Who owns Alitalia now?	7	A At that time, the Director of Marketing
8		8 9	of Alitalia, Worldwide Director of Marketing to
9	A Alitalia still belong to the Italian	10	control all budget of all over the world.
10		11	-
11	-,	12	_
12	· · · · · · · · · · · · · · · · ·	Į.	A Who is the person?
13		13 14	Q Yes. MR. KORAL: Who was the person?
14		14 15	BY MR. OTTINGER:
15	* * ·	16	
16		16 17	
17		18	A I don't remember the name. Q Did anyone from New York get
18	•	18 19	transferred to Rome to help out in the centralized
19 20	¥ ••	19 20	the new centralized program?
20	· -	20 21	A No, not for that.
ı		21 22	·
22		22 23	
'3 4		23 24	A Yes. Q She was moved from Rome to New York?
	-		
25	A It was reorganized, you asked me	25	A Francesca Forte is the junior clerk